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To: Microsoft ATR
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I am often embarrassed admitting I'm a resident of "The Peoples Republic of Massachussets" Tom Reilly and other AG's extortion of Microsoft is just another reason to be embarrassed. Microsoft is not an angelic company, but there are valid reason why they achieved thier dominant position. Microsoft provides an excellent product and offers standardization. I remember the days of not being able to transfer data from one application to the other. If microsoft wasn't allowed to expand the utility of thier operating systems as judge Jackson and others have advocated we might still have to be installing print drivers for every application we install instead of letting the OS handle it. What people in the Real World - people that have to be productive - want is what Microsoft has generally offered.

Everyone speaking the same "language" has greater benefits than multiple languages that have only minor improvements over one another. The software and OS industry has a built in propensity to standardization and that standardization benefits most users. When a significant advancement comes along people will slowly evolve to that advancement. Technology is always ahead of the masses.

I'm in the HVAC industry and as an example digital thermostats are in every way superior to bi-metal "round one" thermostats. Digital and programmable t-stats have been around for thirty plus years, but they are only now becoming common place. Part of the reason for the slow transition is that everyone instinctively knows how to operate a "round one" thermostat and because of this Honeywell dominated the market. (Maybe they should have been sued). Ease of use and standardization was more important to people than accuracy, comfort and features. In reality digital thermostats are very easy to use. The problem lies in the lack of standardization. Just because you know how to use your digital thermostat at home doesn't mean you'll have an easy time with the one at work or your neighbors house. Why so many - because each variation has some minor improvement, feature or function that the other doesn't. I'm NOT saying that the Government should get involved to promote standardization here. That's my whole point. In the software industry the people have directed the market toward standardization and someday maybe because of accuracy, comfort and features Microsoft's "Windows" may become just like Honeywell's "round one".

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